

DELAWARE TRANSIT CORPORATION

POSITION VACANCY POSTING

POSTING NO. 030-2021

DATE OF POSTING November 19, 2020

CLOSING DATE November 27, 2021

METHOD OF APPLICATION: Employment Application

INTERESTED CANDIDATES MUST FILE FOR THIS POSITION BY SUBMITTING AN APPLICATION TO THE HUMAN RESOURCES DEPARTMENT BY 4:30 P.M. ON **November 27, 2021**.

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POSITION #: 542 JOB CODE #: 113

POSITION TITLE Service Supervisor

PAY GRADE 13 PAY RATE _____ PAY RANGE \$42,360 - \$63,541
(MINIMUM TO MAXIMUM)

LOCATION: DISTRICT Kent County DEPARTMENT Transportation
SECTION Operations

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CLASSIFICATION: FULL TIME X PART-TIME _____

CONTRACT: 8FR _____ 8DR _____ 32 _____ N/C X

SCHEDULED HOURS Varied SCHEDULED DAYS Varied

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SUMMARY OF POSITION:

The Service Supervisor is responsible for the coordination and direction of an effective, efficient transit system, including the assignment and supervision of all full-time and part-time operators within the assigned geographical area or district, including development of schedules and manifests for all full-time and part-time operators based on customer needs (trip requests), available resources, and DTC policies and procedures, within the defined user eligibility mandate of the Americans with Disabilities Act (ADA) and all applicable State of Delaware mandates. Specific responsibilities include issuing work and vehicle assignments; schedule development and schedule revision in response to changing service requirements; record and time keeping and review, administration of Collective Bargaining Unit provisions with regard to work assignments, attendance, service operations, discipline, etc.; knowledge of contracted services performance standards; accident investigation techniques; payroll procedures; CAD/AVL communications procedures; farebox and cash turn-in procedures.

SEE PREFERRED QUALIFICATIONS ON SECOND PAGE

REQUIRED:

Service Supervisors are required to possess one of the following valid Commercial Driver's License (CDL):

- CDL Class A with Passenger Endorsement and No Air Brake Restriction or permit
- CDL Class B with Passenger Endorsement and No Air Brake Restriction or permit

Preferred Qualifications:

1. Experience with supervisory functions necessary to meet the service requirements of a transit system.

Applicants must detail all experience in supervisory functions in a transit system.

2. Experience with dispatching and/or operation of a service-oriented transportation system.

Applicants must detail all experience in dispatching and/or operation of a transportation system.

3. Strong computer skills, including scheduling, communications and payroll software, as well as experience with basic business machines (photocopier fax, calculator, and time clock) are required.

Applicants must detail all experience in computer use and automated communication and payroll systems including basic office machines.

4. Experience administering Collective Bargaining Unit provisions with regard to work assignments, attendance, service operations, discipline, etc.

Applicants must detail all experience in administering a Collective Bargaining Agreement to include work assignments, attendance, discipline, and service operations.

JOB DESCRIPTION: AVAILABLE ON-LINE AT **www.dartfirststate.com**

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EQUAL OPPORTUNITY EMPLOYER

"Application must specifically address each Preferred Qualification"

DTC is an "Equal Opportunity Employer". Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an accommodation, applicants may call (302) 760-2891. TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

JOB APPLICATIONS ARE AVAILABLE ON-LINE AT: www.dartfirststate.com

Delaware Transit Corporation

September 21, 2001

Revised: November 30, 2017

Pay Grade: 13

Job Code: 113

Service Supervisor

Summary of Job: The Service Supervisor is responsible for the coordination and direction of an effective, efficient transit system, including the assignment and supervision of all full- and part-time operators within the assigned geographical area or district, including development of schedules and manifests for all full- and part-time operators based on customer needs (trip requests), available resources, and DTC policies and procedures, within the defined user eligibility mandate of the Americans with Disabilities Act (ADA) and all applicable State of Delaware mandates. Specific responsibilities include issuing work and vehicle assignments; schedule development and schedule revision in response to changing service requirements; record and time keeping and review, administration of Collective Bargaining Unit provisions with regard to work assignments, attendance, service operations, discipline, etc.; knowledge of contracted services performance standards; accident investigation techniques; payroll procedures; CAD/AVL communications procedures; farebox and cash turn-in procedures. The Service Supervisor position operates on multiple shifts that span a broad service day. Service Supervisors are required to possess the following valid Commercial Driver's License (CDL):

- CDL Class C with Passenger Endorsement or permit

Skills: Experienced-based: The Service Supervisor draws heavily on experience in the dynamic dispatching and/or operation of a service-oriented transportation system. Experience in coordination; oral and written communication, including both telephone and CAD/AVL; and compilation and dissemination of operational reports and data is essential. Strong computer skills, including scheduling, communications and payroll software, as well as experience with basic business machines (photocopier, FAX, calculator, time clock) are required.

Skills: Knowledge-based: The Service Supervisor must have working knowledge of the operational and supervisory functions necessary to meet the service requirements of a transit system. The ability to interpret and apply collective bargaining terms and agreements is essential. The incumbent must be completely familiar with the geographical areas served, as well as agencies and destinations that might function as service generators. Capability of using automated technology to develop, access and analyze schedules is essential.

Job Description: Service Supervisor

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Exercise of Discretion: The Service Supervisor operates with a body of generally known and accepted techniques and approaches. Responsibility for the supervision of all full- and part-time drivers, within assigned areas, dictates a high degree of integrity and confidentiality be maintained. As the initial point of contact in the event of an operations emergency on the street, the incumbent's judgment will play an important role in successful resolution. Discretion is also vital in contacts with outside client servicing agencies.

Complexity: The success of daily operations depends largely on the Service Supervisor's ability to successfully coordinate the needs of customers with changing circumstances such as: road conditions, schedule changes, vehicle and workforce availability; accurate computer and payroll data entry, as well as payroll time keeping, and the development of efficient, workable schedules.

Supervision Exercised: The position is responsible for the supervision of all full- and part-time operators within the assigned district or area, as well as contracted drivers as required.

Scope and Impact: The Service Supervisor's responsibilities are corollary to the service delivery mission of the Corporation. The ability to respond quickly and appropriately to ever-changing service needs impacts directly on the perceptions of the customer and the general public.

Work Contacts: The Service Supervisor has many contacts within the organization to coordinate service and service changes, as well as to direct appropriate schedule/personnel revisions. The incumbent also has regular contact with agencies and individuals outside the organization as to conditions that affect service and will facilitate coordination with outside agencies. While much of the interaction is for the purpose of obtaining or providing information, many problem-solving interactions also will occur.

Working Conditions: The position operates on multiple shifts that span a broad service day throughout the week. The workdays and hours are generally regular, within the shift, although subject to periodic exception. Although the work is generally performed in an office environment, the position is subject to special assignments that may require work outside the office.

	Essential Personnel Policy HR-075.01		LSA
*	Level I		Exempt
	Level II	*	Non-Exempt